PUB. DIE-177

Canon

DV NETWORK SOLUTION DISK Version 1

Software Instruction Manual

E

This software is for use with Windows® XP only.

Read Carefully Before Using

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Read This First

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- AV/C Camera Storage Subunit is a standard for downloading and uploading files using an AV device equipped with the IEEE1394. The driver complies with the "AV/C Camera Storage Subunit Version 1.0" by the IEEE1394 Trade Association.
- WIA stands for Windows Image Acquisition. WIA is a driver software for downloading images from digital devices onto a computer. WIA is preinstalled on Windows XP.

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Safety Precautions

Do not play the supplied CD-ROM(s) in any CD player that does not support data CD-ROM(s). Playing the CD-ROM(s) in an audio CD player (music player) could damage the speakers. It is also possible to suffer from hearing loss from listening with headphones to the loud sound of a CD-ROM played on a music CD player.

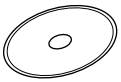
■ About This Manual

- In this manual, the operating modes of camcorders are described as following:
  - TAPE CAMERA mode: Mode for recording video and sound to tape.
  - TAPE PLAY (VCR) mode: Mode for playing back video and sound recorded on a tape.
  - CARD PLAY (VCR) mode: Mode for playing back images recorded on a memory card.
- Please note that the screens used in this manual may change.

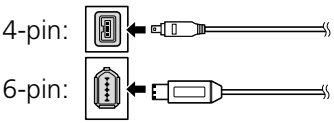
Required Accessories

You need following items for using the Software:

- Digital Camcorder
- DV NETWORK SOLUTION DISK (Supplied)



- DV (IEEE1394) Cable (Optional)
  CV-150F (4-pin - 4-pin) or CV-250F (4-pin - 6-pin)
  Refer to the instruction manual of your computer for the type of the DV cable.



- Speaker or Headphones (when using DV Messenger)

Requirements for Using the DV Messenger

To use DV Messenger, it is required that Windows XP is installed and Windows Messenger 4.5 or higher operates correctly.
Make sure to confirm the following before installing the DV Messenger.

1. Windows XP and Windows Messenger 4.5 or higher are installed*.
2. Windows Messenger operates and its videoconference function can be used with a digital video camcorder.*
3. If you are using a router for Internet connection: your router is UPnP (Universal Plug and Play) compatible.**
   (Some modems are equipped with a router function. For details, refer to the manual of the modem.)

* This software is compatible with Windows XP only. It cannot be used with other Operating Systems. Furthermore, Windows Messenger 4.5 or higher is required. Establish an environment that allows the use of this software. Please consult Microsoft for details.

** This software requires an UPnP (Universal Plug and Play) compatible router. It cannot be used with other routers. For details, consult your Internet service provider, telephone carrier or router manufacturer, or refer to the manual of the router.

⚠ Caution:

- Be aware that your contact can access the contents of the tape or memory card in your camcorder when using DV Messenger.

System Requirements

OS:	Microsoft Windows XP Home Edition or Professional Proper operation is not guaranteed on an OS that has been upgraded from a previous version.
CPU:	Pentium 500 MHz or better (800 MHz or better recommended)
RAM:	128 MB or more (256 MB or more recommended)
Free Hard Disk Space:	• AV/C Camera Storage Subunit-WIA Driver: 1 MB or more • DV Messenger: 100 MB or more
Display:	800 × 600 pixels/High Color (16 bit) or better
Interface:	IEEE1394 (OHCI compliant)
Others:	Windows Messenger Version 4.5 or higher, sound function, Internet connection* * Using a standard dial-up connection is possible, but we recommend using a broadband connection to the Internet.

⚠ Cautions:

- Proper operation is not guaranteed on a dual CPU PC or on a user-built PC.
- Proper operation is not guaranteed for all computers that meet the above requirements.
- A CD-ROM drive is required to install the software.
- Connect the camcorder directly to the computer using a DV (IEEE1394) cable.
- The connection may not operate correctly if the camcorder is connected via a repeater or other IEEE1394 devices.
- Do not connect two or more camcorders to the same computer via the IEEE1394 interface. The connections may not operate correctly.
- Do not connect two or more IEEE1394 devices to the same computer. The connections may not operate correctly.
- Do not connect another IEEE1394 device while the AV/C Camera Storage Subunit-WIA Driver is operating. The connection may not operate correctly.

What Can Be Accomplished With the Software

This topic introduces the main features of the software contained on the DV NETWORK SOLUTION DISK.

AV/C Camera Storage Subunit-WIA Driver

Canon camcorders only (refer to the table on the next page)

The AV/C Camera Storage Subunit-WIA Driver is a software that allows you to use your camcorder as a card reader/writer by connecting camcorder and computer, both equipped with a DV (IEEE1394) terminal, with a DV (IEEE1394) cable.

- **Downloading Files from Memory Card to Computer (📖 23)**
- **Uploading Files from Computer to Memory Card (📖 28)**

DV Messenger

The DV Messenger is a software that operates with Windows Messenger preinstalled on Windows XP. You can use following operations with your digital camcorder via the Internet.

- **Real-Time Video Communication (Videoconference) (📖 33)**
  You can use your camcorder and computer for real-time video and voice communication.
- **Sending Movies (📖 33)**
  You can send video and sound recorded with the camcorder via the Internet.
- **Camcorder Operation (📖 43)**

  Canon camcorders only (refer to the table on the next page)

  You can operate the camcorder connected to your computer and the camcorder connected to your contact's computer. (Your contact needs to have DV Messenger installed.)
- **Transferring Files (📖 47)**

  Canon camcorders only (refer to the table on the next page)

  You can transfer files from a memory card in the camcorder of your contact to your computer. (Your contact needs to have DV Messenger and the AV/C Camera Storage Subunit-WIA Driver installed.)

*** Requirements:**
AV/C Camera Storage Subunit-WIA Driver: Can be used with camcorders with an asterisk (*) below.
Camcorder operation: Camcorders listed below can be operated from with the DV Messenger.
File transfer: If your contact has a camcorder with an asterisk (*) below, you can transfer files from the memory card in the camcorder of your contact to your computer.

MV20/MV20i	MV450/MV450i	MV550i*
XM1	MV430/MV430i	MV530i*
MV30/MV30i	MV425	MV500/MV500i
MV300/MV300i	MV400/MV400i	MV510
MV310	MV410	MV490
MV3 MC/MV3i MC	XL1S	MV5/MV5i/MV5i MC*
MV3/MV3i	MVX1/MVX1i	XM2*
MV3 Minima	MV4/MV4i/MV4iMC	MVX2i*

Availability differs from area to area. Please refer to the Canon homepage for latest camcorder models.

Free Download
If the person you wish to communicate with does not have DV Messenger, it can be downloaded from the Canon Homepage.

http://www.canon-europa.com/DVmessenger
http://www.canon.com.au/products/cameras.html

Read Carefully

- If you leave the camcorder turned on for a long time, heat generation may cause damage to the camcorder. Turn off the camcorder after use.
- Tapes may be damaged if left in the camcorder for a long time. Do not leave tapes in the camcorder to prevent damage.

Installing the Software

Installing from the DV NETWORK SOLUTION DISK

With this procedure, the DV Messenger will be installed and the driver files for the AV/C Camera Storage Subunit-WIA Driver will be copied to your computer. For the installation procedure of the AV/C Camera Storage Subunit-WIA Driver, see p. 12.

⚠ Installation Precautions:

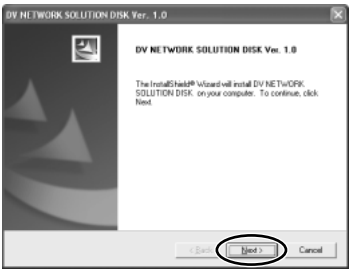
- DV Messenger cannot be installed with Windows Messenger older than version 4.5. Download the latest version from the Microsoft homepage and update your Windows Messenger if necessary. Please consult Microsoft for details.
- Do not connect the camcorder to the computer when installing from the DV NETWORK SOLUTION DISK.
- Close all programs that are running before copying the driver files.
- Users of Windows XP Professional must first log in as an Administrator to install programs.

1. Set the DIGITAL VIDEO SOLUTION DISK in the computer's CD-ROM drive.

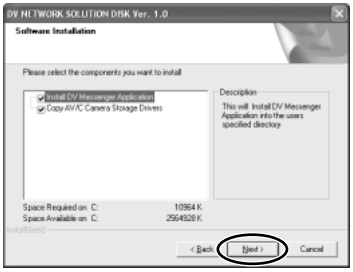
- If the version of your Windows Messenger is older than 4.5, a dialog appears indicating that DV Messenger cannot be installed. If you wish to install only the AV/C Camera Storage Subunit-WIA Driver, close the dialog and proceed with the installation.
- A dialog prompting you to choose your language appears automatically.

2. Select your language and click [OK].

3. When the [InstallShield Wizard] appears, click [Next].

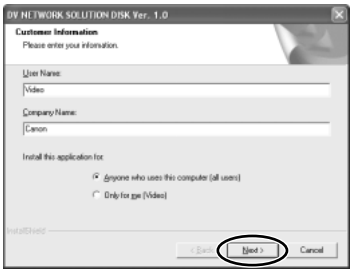

DV NETWORK SOLUTION DISK Ver. 1.0
DV NETWORK SOLUTION DISK Ver. 1.0
The InstallShield® Wizard will install DV NETWORK SOLUTION DISK on your computer. To continue, click Next.
< Back
Next >
Cancel

4. Select the components and click [Next].



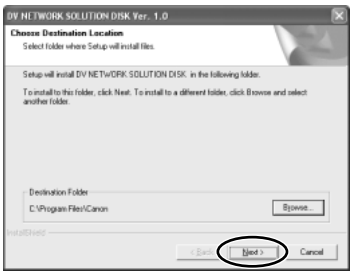
5. Read the license agreements and click [Yes].

6. Enter your information and click [Next].



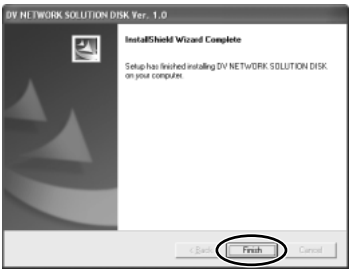
7. Confirm the target folder and click [Next].

- If a dialog appears asking you whether you wish to create a shortcut of the DV Messenger on the desktop, click [Yes].


DV NETWORK SOLUTION DISK Ver. 1.0
Choose Destination Location
Select folder where Setup will install files.
Setup will install DV NETWORK SOLUTION DISK in the following folder.
To install to this folder, click Next. To install to a different folder, click Browse and select another folder.
Destination Folder
C:\Program Files\Canon
Browse...
InstallShield
< Back
Next >
Cancel

8. **Click [Finish].**

- The installation is complete.


DV NETWORK SOLUTION DISK Ver. 1.0
InstallShield Wizard Complete
Setup has finished installing DV NETWORK SOLUTION DISK on your computer.
Finish

Installing the AV/C Camera Storage Subunit-WIA Driver

⚠ Installation Precautions:

- Install the driver files from the DV NETWORK SOLUTION DISK first before installing the driver (📖10).
- Close any programs that are running before installing the driver.
- Do not turn off the camcorder until the driver installation is complete. And do not interrupt the installation.
- Users of Windows XP Professional must first log in as an Administrator to install programs.

1. **Start the computer.**

2. **Connect the power adapter to the camcorder.**

3. **Set the camcorder to CARD PLAY (VCR) mode.**

4. **Connect the camcorder to the computer using the DV cable (📖22).**

- The driver installation starts automatically.
- Depending on the setting of your computer, a video editing program may start. In such case, close this program.
- If the installation is complete, the [Scanner and Camera Wizard] or a dialog for selecting an application appears. Click [Cancel] to close the dialog.

5. **Restart the computer.**

6. Check if the driver has been installed correctly.

- From the [start] menu, select [My Computer] and check if the camera icon appears. If the camera icon does not appear, the installation has not been completed properly. Uninstall (16) and reinstall the driver (10).

⚠ Caution:

- Still images/movies recorded onto the memory card or downloaded to the hard disk are important original data files. Create a copy of these files first before working on them on your computer.

■ If the Driver Has Been Installed Properly

- If a memory card is inserted into the camcorder, the [Scanner and Camera Wizard] opens automatically. Proceed to step 5 "Downloading Still images/Movies to a Computer" (23).
- If no memory card inserted in the camcorder, following dialog appears. Click [OK] to close the dialog.

Scanner and Camera Wizard
The computer cannot detect the scanner or camera.
Please make sure the device is turned on and is properly connected to the computer. If the computer still cannot detect the device, open Control Panel, click Scanners and Cameras, and then click Add Device.
OK

- If a WIA-compliant application software is already installed, a dialog for selecting an application appears. We recommend selecting the [Scanner and Camera Wizard]. Click [OK], and the [Scanner and Camera Wizard] starts. Proceed to step 5 of "Downloading Still Images/Movies to a Computer" (23). If you wish to start [Scanner and Camera Wizard] automatically each time you connect the camcorder to the computer, put a check mark next to [Always use this program for this action].

Canon Camera Storage Device
Device Connected
Select the program to launch for this action:
Canon ZoomBrowser EX
Canon ZoomBrowser EX
Microsoft Scanner and Camera Wizard
Download pictures from a camera or scanner
Always use this program for this action
OK
Cancel

■ Setting the Application Not to Start Automatically

When you install the driver, the computer is set to automatically start an application each time you connect the camcorder to the computer. Use the following procedures to change the setting.

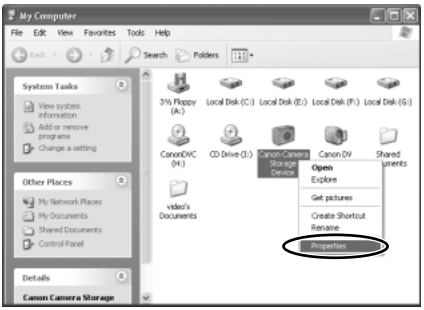
1. **Connect the power adapter to the camcorder.**

2. **Set the camcorder to CARD PLAY (VCR) mode.**

3. **Connect the camcorder to the computer using the DV cable (📖22).**

4. **From the [start] menu, select [My Computer].**

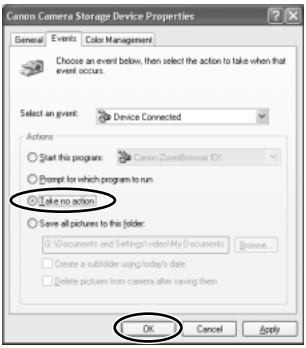
5. **Right-click the mouse button on the camera icon and select [Properties].**



6. **Click the [Events] tab.**

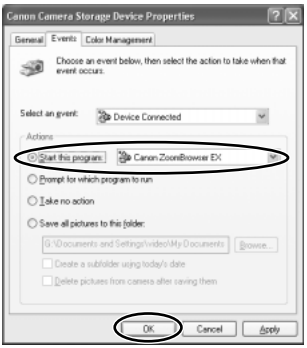
7. **Select [Take no action] and click [OK].**

- Now the application will not start automatically when you connect the camcorder to the computer.


Canon Camera Storage Device Properties
General Events Color Management
Choose an event below, then select the action to take when that event occurs.
Select an event:
Device Connected
Actions
Start this program:
Prompt for which program to run
Take no action
Save all pictures to this folder:
Browse...
Create a subfolder using today's date
Delete pictures from camera after saving them
OK
Cancel
Apply

Notes:

- To start a WIA-compliant application automatically, select [Start this program] and click [OK].



- If the started application displays a message such as [TWAIN data source not found. Reinstall the scanner software.], select [WIA-Canon Camera Storage] and use the WIA-TWAIN Driver.

Uninstalling the Software

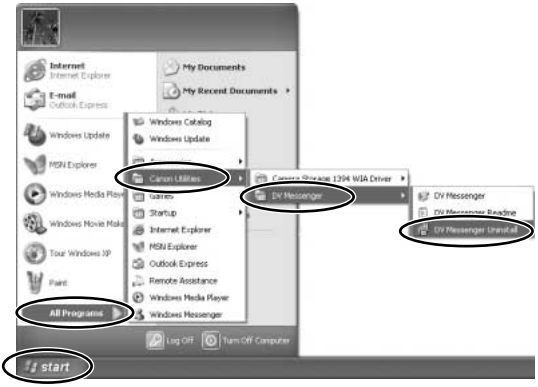
Uninstall the software if it has not been installed correctly or if it is not required anymore.

⚠ Caution:

- Close all programs that are running before uninstalling.

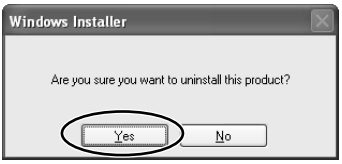
Uninstalling the DV Messenger

1. From the [start] menu, select [All Programs], [Canon Utilities], [DV Messenger] and [DV Messenger Uninstall] in succession.



2. If a confirmation dialog appears, click [Yes].

- The uninstall utility starts and removes DV Messenger.



Uninstalling the AV/C Camera Storage Subunit-WIA Driver

1. Connect the power adapter to the camcorder.

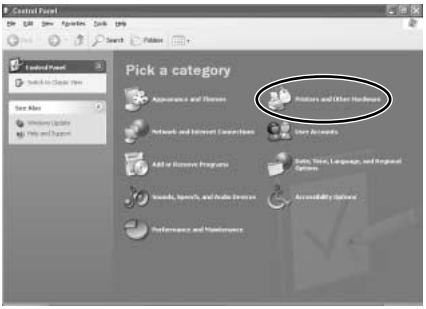
2. Set the camcorder to CARD PLAY (VCR) mode.

3. Connect the camcorder to the computer using the DV cable (📖22).

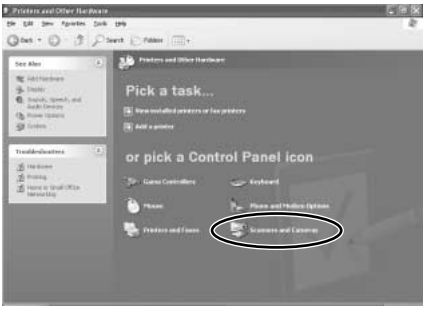
- If [Scanner and Camera Wizard] or Explorer are open, close them.

4. From the [start] menu, select [Control panel].

5. Click [Printers and Other Hardware].

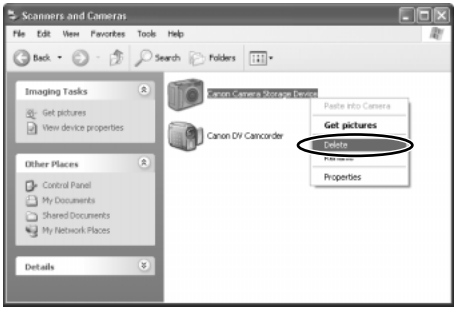


6. Click [Scanners and Cameras].



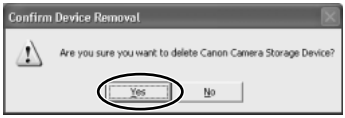
7. Right-click the mouse button on the camera icon and select [Delete].

- When the camera icon does not appear, refer to "Troubleshooting the Driver Uninstall" below.



8. In the confirmation dialog, click [Yes].

- [#(number)] may appear after [Canon Camera Storage Device]. This does not affect the uninstall process.
- The uninstall process is complete.



■ Troubleshooting the Driver Uninstall

If you had problems uninstalling the driver, use the following procedures to remove it.

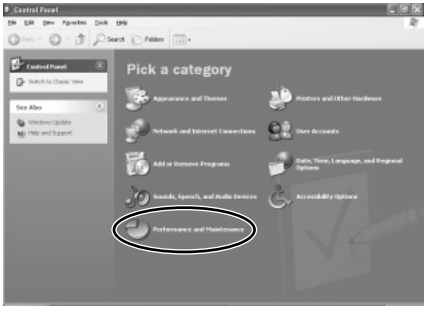
Notes:

Use the procedures below for the following circumstances too.

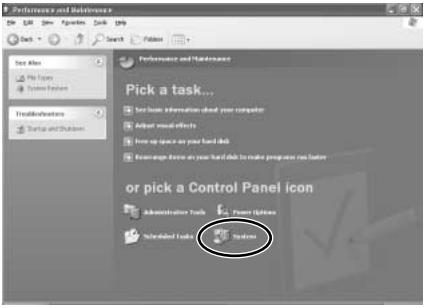
- If you do not find the [Scanners and Cameras] icon in the [Printers and Other Hardware].
- If the Camera icon does not appear in the [Scanners and Cameras] folder.

1. From the [start] menu, select [Control panel].

2. Click [Performance and Maintenance].

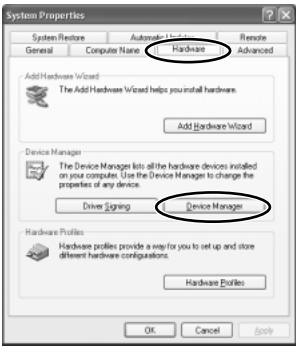


3. **Click [System].**



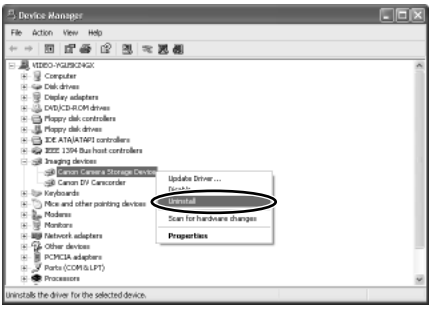
4. **Click the [Hardware] tab on the [System Properties].**

5. **Click the [Device Manager] button.**


System Properties
System Restore
General
Computer Name
Hardware
Advanced
Add Hardware Wizard
The Add Hardware Wizard helps you install hardware.
Add Hardware Wizard
Device Manager
The Device Manager lists all the hardware devices installed on your computer. Use the Device Manager to change the properties of any device.
Driver Signing
Device Manager
Hardware Profiles
Hardware profiles provide a way for you to set up and store different hardware configurations.
Hardware Profiles
OK
Cancel

6. **If [Canon Camera Storage Device] appears under [Imaging devices] and/or [Other devices] categories, use the following procedures to delete it.**

1. Right-click the mouse button on [Canon Camera Storage Device] and select [Uninstall].



2. In the confirmation dialog, click [OK] and close [System Properties] and [Device Manager].
   - Remove all copies of the [Canon Camera Storage Device] icon that appear in the [Other devices] or [Imaging devices] categories, or that appear more than once in one category.

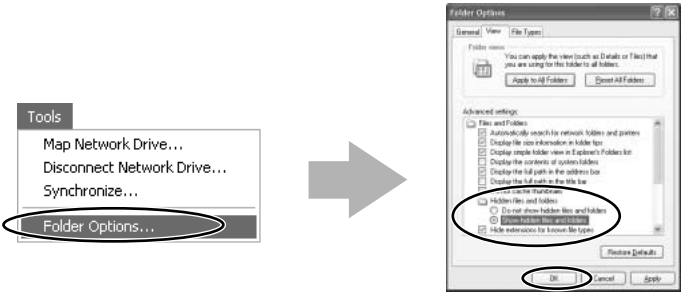
Confirm Device Removal
Canon Camera Storage Device
Warning: You are about to uninstall this device from your system.
OK
Cancel

7. From the [start] menu, select [My Computer] and double-click the [C:], [WINDOWS] and [INF] folders in succession.

If the [INF] Folder Is Not Visible in the [WINDOWS] Folder

Use the following procedures to show all files and folders.

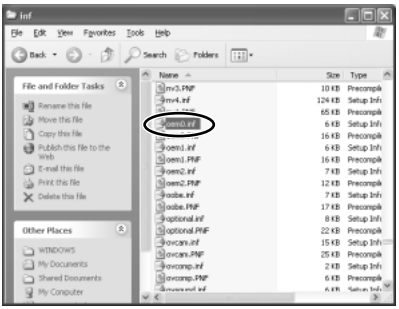
1. Click the [Tools] menu and select [Folder Options].
2. Click the [View] tab.
3. In the [Advanced setting] section, set the [Hidden files and folders] category to the [Show hidden files and folders] options.



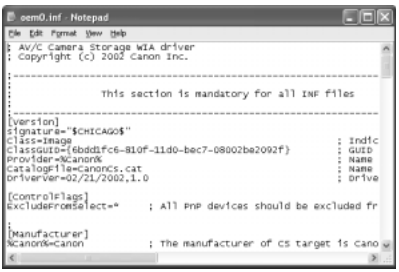
- If [Hide extensions for known file types] is selected, remove its check mark.

8. Double-click the [Oem*.inf] file.

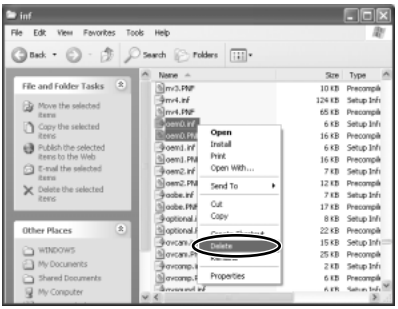
- A number such as "0" or "1" appears in place of the asterisk (*) above. You will also find another file called [Oem*.pnf], which will have the same number as the [Oem*] file. The two constitute one set. There may be many file sets starting with "Oem".



- The Windows Notepad program will start and show the file contents. Click each [Oem*] file until you find the one that contains "; AV/C Camera Strage WIA driver" in its first line. When you have found the correct file, delete the file set.



1. Close the Notepad window.
2. Right-click the mouse button and select [Delete].



9. Close all windows and restart the computer.

- The uninstall process is complete.

⚠ Caution:

- The [Inf] folder contains numerous files that are critical to the computer's operation. Be extremely careful not to delete the wrong files. If you delete the wrong file, you may be unable to restart Windows.

Connecting the Camcorder to a Computer

⚠ Connection Precautions:

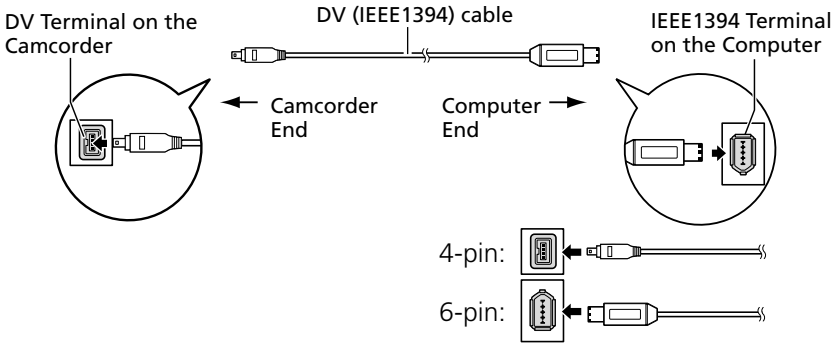
- Make sure the camcorder is being powered by the compact power adapter before connecting it to a computer.
- Do not connect any devices to the camcorder's USB terminal when connecting the camcorder to the computer using the DV terminal.
- If the AV/C Camera Storage Subunit-WIA Driver is installed on the computer and you connect your camcorder to the computer using a DV cable and set it to CARD PLAY (VCR) mode, [Canon Camera Storage Device] (camera icon) or [Canon DV Camcorder] (camcorder icon) appears in the explorer view. If the driver is not installed, only the [camcorder] icon appears.

Camera icon: You can download still images/movies from a memory card to the computer.

Camcorder icon: You can playback still images/movies recorded on a tape on the computer.

1. Attach the DV cable to the computer's IEEE1394 terminal and the camcorder's DV terminal.

- You do not need to turn off the computer for this procedure.
- Refer to your computer manual for the location of the computer's IEEE1394 terminal.
- See your camcorder's instruction manual for connecting instructions.



Downloading Still Images/Movies to a Computer

⚠ Cautions:

- Observe following precautions when the camcorder's card access indicator is flashing (the camcorder is reading or writing from or to the memory card). Failure to do so may cause memory card data to become corrupted.
  - Do not remove the memory card or detach the DV cable.
  - Do not turn off the camcorder or the computer.
  - Do not change the position of the POWER switch or the TAPE/CARD switch.
- Format the memory card with the camcorder.
- If numerous still images/movies are contained in the memory card, it may take a while until the [Scanner and Camera Wizard] opens.
- If still images not recorded with Canon digital camcorders are contained in the memory card, their thumbnails (small images) may not be displayed correctly in the [Scanner and Camera Wizard].
- If you select [Canon Camera Storage Device] in the explorer view, folder contents may not be displayed correctly. In this case, right-click the mouse button on the folder and select [Refresh].
- Still images cannot be uploaded to the memory card using the [Scanner and Camera Wizard].
- Do not rotate the still images recorded on a memory card in [Windows Picture and Fax Viewer] or [Scanner and Camera Wizard] or in Windows Explorer. The file format of the original image will be changed, and the recording information of the still image may be lost. The still image can no longer be displayed in the camcorder.
- Still images/movies written to the memory card or downloaded to the hard disk are important original data files. Create a copy of the file first before working on it on your computer.
- If the following message appears, check if the memory card is correctly inserted into the camcorder. If so, disconnect the camcorder from the computer and reconnect it.

Scanner and Camera Wizard
The computer cannot detect the scanner or camera.
Please make sure the device is turned on and is properly connected to the computer. If the computer still cannot detect the device, open Control Panel, click Scanners and Cameras, and then click Add Device.
OK

Downloading with the [Scanner and Camera Wizard]

You can download still images/movies from the memory card to the computer using the [Scanner and Camera Wizard] (only images recorded to the memory card with your Canon camcorder).

1. Insert a memory card to the camcorder.

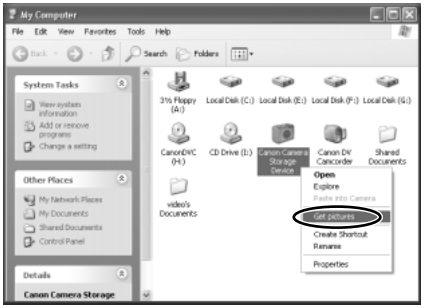
- Make sure to close the memory card cover after inserting a memory card.

2. Connect the power adapter to the camcorder.

3. Set the camcorder to CARD PLAY (VCR) mode.

4. Connect the camcorder to the computer using the DV cable (📖22).

- The [Scanner and Camera Wizard] starts automatically.
- If the program does not start automatically, select [My computer] on the [start] menu, right-click the mouse button in the camera icon and click [Get pictures].



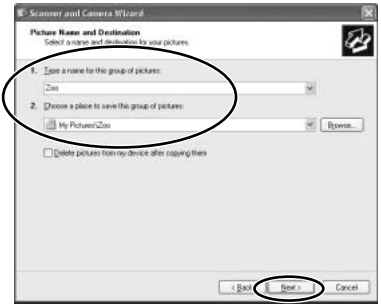
5. Click [Next].

- Thumbnail versions of the camcorder file appear.

6. Confirm that a check mark is on the still image/movie you wish to download and click the [Next] button.

7. Specify file name and destination and click the [Next] button.

- Downloading of the selected still images starts.
- When download is complete, a dialog confirming to finish appears.


Scanner and Camera Wizard
Picture Name and Destination
Select a name and destination for your pictures.
1. Type a name for this group of pictures:
Zoo
2. Choose a place to save this group of pictures:
My Pictures\Zoo
Browse...
Delete pictures from my device after copying them
< Back
Next >
Cancel

8. If you wish to end the program, select [Nothing. I'm finished working with these pictures] and click [Next].

Scanner and Camera Wizard
Other Options
You can choose to keep working with your pictures.
Your pictures have been successfully copied to your computer or network.
You can also publish these pictures to a Web site or order prints online.
What do you want to do?
Publish these pictures to a Web site
Nothing. I'm finished working with these pictures
Learn more about working with pictures
< Back
Next >
Cancel

9. Click [Finish].

- You can also check the still images you have copied by clicking on the link to the destination folder.

Scanner and Camera Wizard
Completing the Scanner and Camera Wizard
11 picture(s) were copied.
To see your pictures on your computer or network, click the location below:
My Pictures\Zoo
To close this wizard and see your pictures, click Finish.
< Back
Finish
Cancel

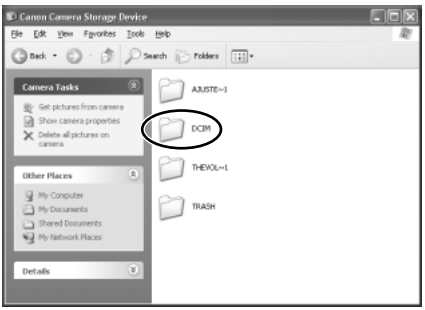
Downloading with Windows Explorer

With Windows Explorer, still images/movies can be downloaded from memory card to computer.

1. **From the [start] menu, select [My Computer].**

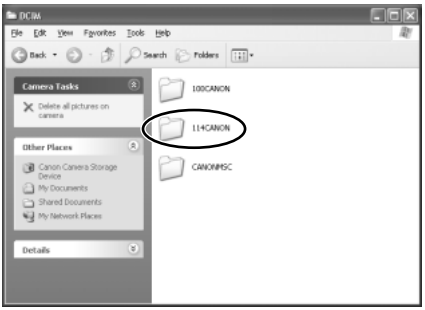
2. **Double-click the camera icon.**

3. **Double-click the [DCIM] folder.**

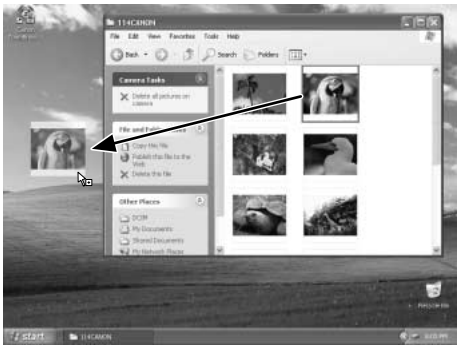


4. **Double-click the [***CANON] folder.**

- A number appears in place of the asterisk (*).
- The still images/movies recorded on the memory card will be displayed.
- If you select [Thumbnails] on the [View] menu, thumbnail versions of the still images/movies appear. With images not recorded with Canon digital camcorders, their thumbnails may not be displayed correctly.
- Double-clicking a still image on Windows Explorer displays it in bigger size.
- Double-clicking a file other than a still image downloads the file to the [My Pictures] folder.

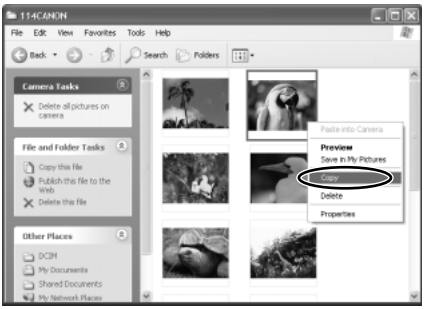


5. **Keep the mouse clicked on the thumbnail and move it to the desired folder (drag and drop).**



OR

5. **Right-click the mouse on the image and select [Copy].**



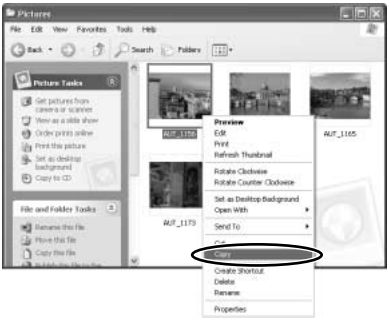
6. **Open a folder, right-click the mouse in the folder and select [Paste].**

Uploading Files from the Computer to the Memory Card

⚠ Cautions:

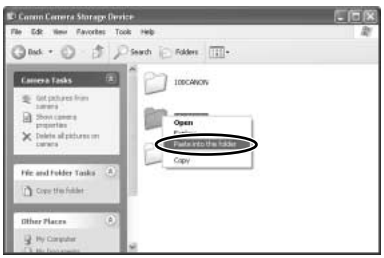
- If you are using an SD Memory Card, make sure the protect switch is set to allow recording.
- When uploading files to the memory card, keep the file name within 8 characters. Depending on the extension (4 characters or more), files may not be uploaded.
- Files cannot be uploaded to the memory card by dragging and dropping them into a folder in the memory card.
- Files may not be uploaded to the memory card depending on file type and size.
- Still image/movies uploaded to the memory card may not be played back on the camcorder depending on file type and size.
- If you download a still image/movie from the camcorder to the computer and upload it again to the camcorder:
  - The still image/movies may not be played back on the camcorder.
  - The DPOF setting before downloading is cancelled.

1. Right-click the mouse button on the file you wish to add and select [Copy].



2. On the explorer view, open a folder within the memory card, right-click the mouse button in the folder and select [Paste into this folder].

- Uploading of the still image starts.
- If the file name already exists in the selected folder, the file cannot be uploaded to the memory card.
- If [Paste into this folder] does not appear in the menu, the memory card may be write-protected.



Preparations for the DV Messenger

Before you use the DV Messenger, check whether the camcorder is correctly connected to the computer. You also need to disable the firewall (📖 30).

⚠ Connecting Precautions:

- Make sure the camcorder is being powered using the power adapter before connecting it to a computer.
- If you are connecting the camcorder to the computer using the DV cable, do not connect any other devices to the camcorder's USB terminal.
- Do not connect two or more camcorders to the same computer. The DV Messenger may not operate correctly.

Checking the Camcorder Connection

1. **Connect the power adapter to the camcorder.**

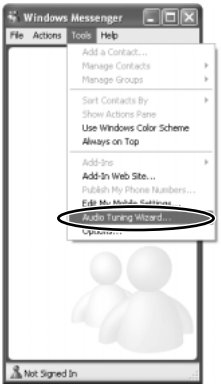
2. **Set the camcorder to TAPE CAMERA mode.**

3. **Connect the camcorder to the computer using the DV cable (📖22).**

4. **From the [start] menu, select [All Programs] and [Windows Messenger].**

- [Windows Messenger] appears.
- If the [.NET Passport Wizard] appears, click [Cancel].

5. **From the [Tools] menu, select [Audio Tuning Wizard].**



6. Click [Next].

Audio and Video Tuning Wizard
This wizard helps you verify that your camera, speakers, and microphone are working properly.
Before continuing:
1. Close all other programs that show video, or play or record sound.
2. Make sure your camera, speakers, and microphone are plugged in and turned on.
To continue, click Next.
< Back
Next >
Cancel

7. Confirm that your camcorder is displayed and click [Cancel].

- If you are using a Canon camcorder, check if [Canon DV Device] is displayed.
- If [Canon DV Device] does not appear, click to display the device list and check if [Canon DV Device] is listed.
- If [Canon DV Device] is not listed, perform [Windows Messenger Audio Update]. Please consult Microsoft for details.

Disabling the Firewall

■ About the Firewall

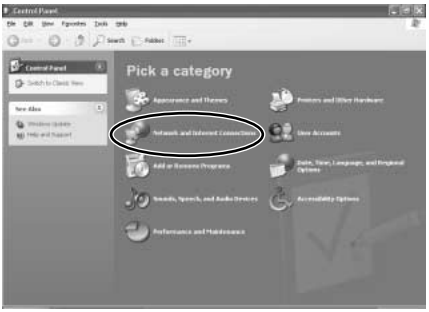
The firewall is an important security system that protects your computer by limiting or preventing access by other computers on the Internet. If you disable the function, other computers may be able to access the files on your computer, or write files onto your hard disk. Disable the firewall before using the DV Messenger, and enable the firewall after use.

⚠ Caution:

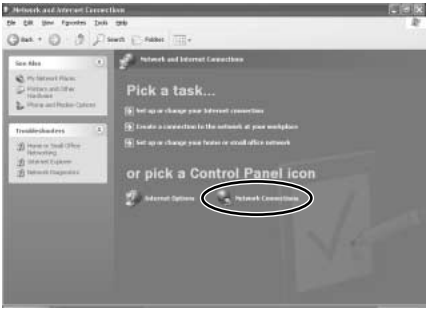
- If an anti-virus software is installed on your computer, the firewall of the software may be active. In such case, you need to deactivate its firewall function. For further details, refer to the instruction manual of the respective software.

1. From the [start] menu, select [Control Panel].

2. Click [Network and Internet Connections].

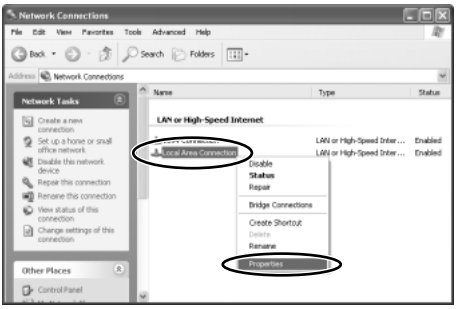


3. Click [Network Connections].



4. Select the network you are using, right-click the mouse button and select [Properties].

- You can identify the network you are using by checking which [Status] is [Enabled].
- If [1394 Connection] is listed, select a connection other than [1394 Connection]. If [Status] is not shown, select [Details] from the [View] menu.



5. Click the [Advanced] tab, remove the checkmark ✓ from the [Internet Connection Firewall] section and click [OK].

Local Area Connection Properties
General
Authentication
Advanced
Internet Connection Firewall
Protect my computer and network by limiting or preventing access to this computer from the Internet
Learn more about Internet Connection Firewall.
If you're not sure how to set these properties, use the Network Setup Wizard instead.
Settings...
OK
Cancel

Note:

- To enable the firewall after using DV Messenger, repeat steps 1 to 4 and place the checkmark back to the checkbox.

Starting the DV Messenger

⚠ Caution:

- The DV Messenger will not start when you have signed in to Windows Messenger. In such case, sign out of Windows first and start DV Messenger.
- Do not update Windows Messenger while DV Messenger is started.
- Do not connect two or more digital camcorders to the computer.

1. Set the camcorder to TAPE CAMERA mode.

2. Connect to the Internet.

3. Double-click the [DV Messenger] icon on the desktop, or select [DV Messenger] from the [start] menu.

- If a dialog appears prompting you to sign out of Windows Messenger, click [OK]. The computer signs out of Windows Messenger and starts DV Messenger.
- DV Messenger starts. The DVM panel (DV Messenger panel) and Windows Messenger sign-in window appears.

4. In the Windows Messenger window, click [Click here to sign in].

DVM Panel

Windows Messenger

- To use the DV Messenger, both you and your contact need to be online.
  – If your contact is already online when you sign in:
  A message will be send automatically to your contact notifying that you have signed in.

Message on the Computer Screen of Your Contact

  – If your contact signs in when you are already online:
  A message appears automatically notifying you that your contact has signed in.

Message on Your Computer Screen

Preparing the Camcorder for Communication

When you have signed in, set the camcorder and adjust the volume of the speaker and microphone.

1. Set the camcorder to TAPE CAMERA mode or TAPE PLAY (VCR) mode.

- When you have set the camcorder to TAPE PLAY (VCR) mode, play back the tape.

2. Open the [Tools] menu and select [Audio Tuning Wizard].

3. Click [Next].

Audio and Video Tuning Wizard
This wizard helps you verify that your camera, speakers, and microphone are working properly.
Before continuing:
1. Close all other programs that show video, or play or record sound.
2. Make sure your camera, speakers, and microphone are plugged in and turned on.
To continue, click Next.
< Back
Next >
Cancel

4. Select your camcorder and click [Next].

- If you are using a Canon camcorder, select [Canon DV Device].

5. When the video picture appears, click [Next].

- The live video recording of the camcorder appears in TAPE CAMERA mode. In TAPE PLAY (VCR) mode, the playback video appears.

6. Read the explanation for speaker and microphone settings and click [Next].

Audio and Video Tuning Wizard
For best performance, arrange your speakers and microphone like this:
1. Keep the microphone close to your mouth -- about 3 to 5 inches for most types.
2. Point the microphone away from the speakers (or use headphones) to avoid echoes.
To continue, click Next.
< Back
Next >
Cancel

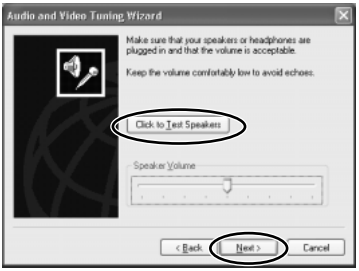
7. Set [Microphone] and click [Next].

- If you are using a Canon camcorder, select [Canon DV Device].
- The installed sound device appears for [Speaker]. Proceed with the setting unchanged.

Audio and Video Tuning Wizard
Select the microphone and speakers you want to use:
Microphone:
Canon DV Device
Speakers:
Installed sound device
I am using headphones
The microphone and speakers you selected do not support acoustic echo cancellation. You should consider using headphones if the party you are talking to experiences any echo during a voice call.
< Back
Next >
Cancel

8. Connect speakers or headphones to the computer. Click [Click to Test Speakers], adjust the volume and click [Next].

- Move the volume lever with the mouse to adjust the speaker volume.


Audio and Video Tuning Wizard
Make sure that your speakers or headphones are plugged in and that the volume is acceptable.
Keep the volume comfortably low to avoid echoes.
Click to Test Speakers
Speaker Volume
< Back
Next >
Cancel

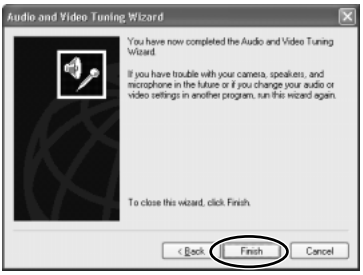
9. Check if the microphone volume is correctly indicated and click [Next].

- In TAPE CAMERA mode: Direct your voice into the microphone of your camcorder and check if the volume indicator operates correctly.
- In TAPE PLAY (VCR) mode: Play back the tape and check if the volume indicator operates correctly.
- Sound input with the camcorder via IEEE1394 connection cannot be adjusted with the volume lever. The volume indicator will not operate when the camcorder is in CARD CAMERA mode.

Audio and Video Tuning Wizard
Read the following text into your microphone in a normal speaking voice:
"If the indicator goes into the yellow area as I speak, I know the microphone will be adjusted properly. If not, I need to move the microphone closer."
Microphone Volume
< Back
Next >
Cancel

10. Click [Finish].

- The settings for speaker and microphone are complete.


Audio and Video Tuning Wizard
You have now completed the Audio and Video Tuning Wizard.
If you have trouble with your camera, speakers, and microphone in the future or if you change your audio or video settings in another program, run this wizard again.
To close this wizard, click Finish.
< Back
Finish
Cancel

Starting a Videoconference

There are two methods to start a videoconference. You can invite your contact or you can accept an invitation from your contact.

⚠ Caution:

- An error message may appear and the communication may not work correctly. In such case, reconfirm your setting in the [Audio Tuning Wizard].

■ Starting a Videoconference by Inviting a Contact

1. On the DVM panel, click [Remote].

2. Select your contact and click [Select].

- Only online registered members will be listed.
- You can only perform a videoconference with members who have a camcorder connected and are using DV Messenger.
- The [Conversation] window appears.

- A connecting request is send to your contact and a dialog appears on your computer screen that DV Messenger is waiting for response. If you click [Cancel], the request will be cancelled.

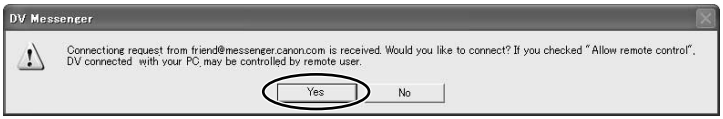
- If your contact accepts the request, the above dialog disappears. The communication between your and your contact's DV Messenger starts and you can now operate the camcorder of your contact from the DVM panel.
- An invitation message will be sent to your contact. If your contact clicks on the message, the [Conversation] window appears on his screen. If your contact then clicks on [Accept], the videoconference starts.

■ Starting a Videoconference by Accepting an Invitation

1. If your contact clicks on [Remote] and selects you as the contact, a connecting request appears on your computer screen.

When the connecting request dialog appears, click [Yes].

- The communication between your and your contact's DV Messenger starts and you can now operate the camcorder of your contact from the DVM panel.

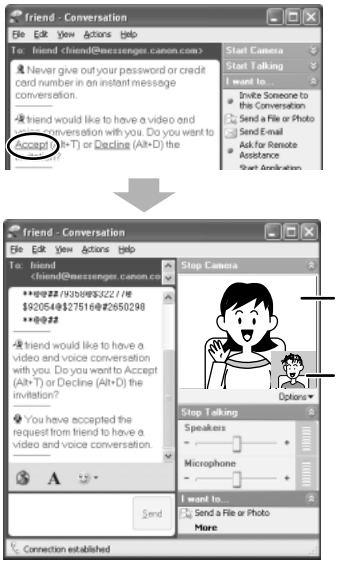

DV Messenger
Connection request from friend@messenger.canon.com is received. Would you like to connect? If you checked "Allow remote control", DV connected with your PC may be controlled by remote user.
Yes
No

2. **When the invitation message appears, click on the message.**

- The [Conversation] window appears on your computer screen.
- If it does not appear, click the task flashing on the taskbar.

3. **Click [Accept].**

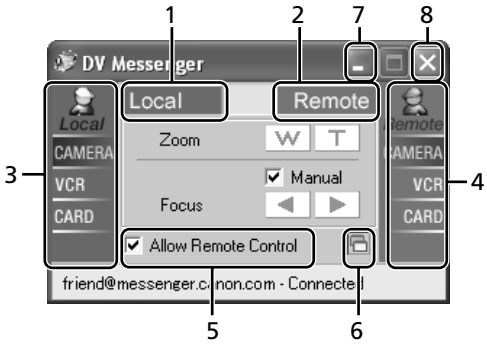
- The videoconference starts.



Screen Displays

DVM Panel

This is the DV Messenger's control panel. Use the buttons on this window to operate the camcorder connected to your computer and the camcorder connected to the computer of your contact.



1	**[Local] Button**	Displays the control panel of your camcorder. This button cannot be selected if a non-Canon camcorder is connected.
2	**[Remote] Button**	Displays the control panel of the camcorder connected to your contact's computer. This button cannot be selected if your contact is not using DV Messenger or a non-Canon camcorder.
3	**[Local] Section**	The mode of your camcorder is highlighted (only if a Canon camcorder is connected).
4	**[Remote] Section**	The mode of the camcorder of your contact is highlighted (only if your contact is using DV Messenger or Canon camcorder).
5	**[Allow Remote Control]**	This selects whether you allow your contact to operate your camcorder. Appears when the operating panel of your camcorder is displayed by clicking [Local]. The default setting is to not allow remote control.
6	**[Always On Top] Button**	This selects whether to display the DVM panel always in front of other windows.
7	**[Minimize] Button**	This minimizes the size of the DVM panel. To display the DVM panel again, double-click the DV Messenger icon on the taskbar, or click the DV Messenger icon and select [Control Panel Open] from the displayed menu.

8	**[Close] Button**	This closes the DVM panel. To display it again, double-click the DV Messenger icon on the taskbar, or click the DV Messenger icon and select [Open Control Panel] from the displayed menu. This does not end the DV Messenger (📖 50).

Taskbar

When DV Messenger is started, the [DV Messenger] task and [DV Messenger] icon appear on the taskbar.

1	**DV Messenger task**	Appears when the DV Messenger panel is displayed or minimized. If it is minimized, it appears when you click this task.
2	**DV Messenger icon**	A list of menus appears when you click this icon. If the DVM panel is not displayed on the screen, it appears when you double-click this icon.

DV Messenger Icon Menu

When you click the DV Messenger icon in the taskbar, a list of menus appears.

1	**About DV Messenger**	Displays the version of the DV Messenger.
2	**Help Topics**	Displays the DV Messenger's help topics.
3	**Control Panel Open**	Displays the DV Messenger panel on the screen.
4	**Disconnect**	Disconnects the communication between you and your contact. The [Conversation] window disappears.
5	**Exit**	Exits the DV Messenger.

Operating Camcorders With DV Messenger

You can operate the camcorder connected to your computer and the computer connected to your contact's computer with the DV Messenger.
If you wish to operate the camcorder of your contact, ask your contact to place a ✓ (checkmark) to the ☐ before [Allow Remote Control].

Operating Availability

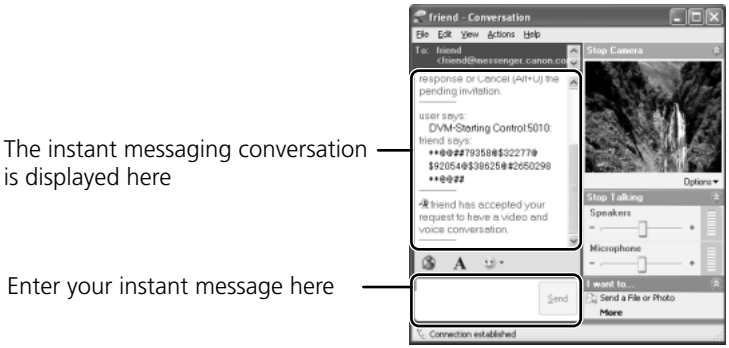
Your Camcorder	Your Contact's Camcorder	
Canon Digital Camcorder	Canon Digital Camcorder	You can operate your and your contact's camcorder.
	Non-Canon Digital Camcorder	You can only operate your camcorder.
Non-Canon Digital Camcorder	Canon Digital Camcorder	You can only operate the camcorder of your contact.
	Non-Canon Digital Camcorder	You cannot operate either camcorder.

⚠ Caution:

- Depending on the condition of the communication line during videoconference, video picture and sound may appear interrupted or sound may be delayed.

Note:

- If the camcorder is set to a mode other than TAPE CAMERA, you cannot send video or sound to your contact. In such case, use instant messaging on the lower part of the [Conversation] window to communicate with your contact.



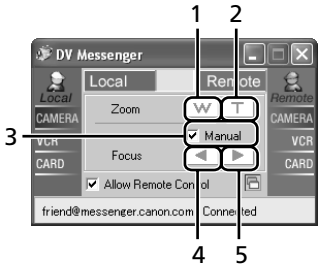
In [CAMERA] Mode

If the camcorder connected to your computer is set to TAPE CAMERA mode, you can send live video recording to your contact and perform a videoconference (🕮 33). You can also adjust the camcorder's zoom and focus from the DVM panel.

1. **Set your camcorder to TAPE CAMERA mode.**
- Unload the cassette when using the camcorder in TAPE CAMERA mode.

2. To operate your camcorder:
Click the [Local] button on the DVM panel.
To operate your contact's camcorder (when set to TAPE CAMERA mode):
Click the [Remote] button on the DVM panel.

■ The [CAMERA] Operating Buttons



1	**Zoom W (wide angle)**	The subject becomes smaller.
2	**Zoom T (telephoto)**	The subject becomes bigger.
3	**Focus Mode**	Selects autofocus or manual focus. Click the ☐ (checkbox) to change to manual focus. (Manual focus cannot be selected if the camcorder is set to "Easy Recording" program.)
4	**Focus (Close)**	Brings the focus point closer. (Cannot be used with autofocus.)
5	**Focus (Far)**	Brings the focus point farther. (Cannot be used with autofocus)

In [VCR] Mode

If the camcorder connected to your computer is set to TAPE PLAY (VCR) mode, you can send video and sound recorded on a tape to your contact. You can also adjust the tape speed from the DVM panel while monitoring the picture in the [Conversation] window.
If the camcorder of your contact is set to TAPE PLAY (VCR) mode, click the [Remote] button to control the tape operation of your contact's camcorder from your DVM panel.

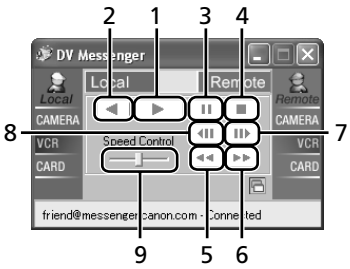
⚠ Cautions:

- You cannot send video or sound recorded in extended recording modes (EXSP/ELP). If you play back a tape recorded in extended recording modes, the picture in the [Conversation] window may be distorted.
- The buttons on the DVM panel cannot be operated if no tape is inserted into the camcorder.
- If your contact fast forwards, rewinds or stops the tape during playback, Windows Messenger will continue to show the last picture. If the tape is played back again, the playback picture appears.
- Depending on the camcorder, Windows Messenger may produce noises such as buzzing sound when you pause playback or use the speed control. This is not a malfunction.

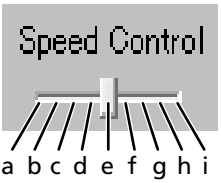
1. **Set your camcorder to TAPE PLAY (VCR) mode.**

2. To operate your camcorder:
Click the [Local] button on the DVM panel.
To operate your contact's camcorder (when set to TAPE PLAY (VCR) mode):
Click the [Remote] button on the DVM panel.

■ The [VCR] Operating Buttons



Video picture from the tape in your or your contact's camcorder

1	**Playback**	Plays back the tape.
2	**Reversed Playback**	Plays back the tape in reverse.
3	**Playback Pause**	Pauses the playback.
4	**Stop**	Stops the playback.
5	**Rewind**	Rewinds the tape.
6	**Fast Forward**	Fast-forwards the tape.
7	**Frame Advance**	Plays back the tape frame by frame. Can only be used during playback pause.
8	**Reversed Frame Advance**	Plays back the tape frame by frame in reverse. Can only be used during playback pause.
9	**Playback Speed Control**	Controls the playback speed of the tape. Move the lever with the mouse to set the speed (no sound will be played back). The positions are as follows: a. Fast Reverse Playback b. Reverse x2 Playback c. Reverse Playback d. Slow Reverse Playback e. Playback Pause f. Slow Forward Playback g. Forward Playback h. Forward x2 Playback i. Fast Forward Playback 

In [CARD] Mode (File Transfer)

If the camcorder connected to your contact's computer is equipped with a file transfer function, and the camcorder is set to CARD PLAY (VCR) mode, you can transfer files recorded on the memory card in that camcorder to your computer.

⚠ Cautions:

- Obtain the permission of your contact first before transferring files.
- File transfer can only be used with Canon camcorders equipped with the file transfer function (📖 9), and the AV/C Camera Storage Subunit-WIA Driver contained in the DV NETWORK SOLUTION DISK (📖 10) needs to be installed in the computer.
- If your camcorder is equipped with the file transfer function and the AV/C Camera Storage Subunit-WIA Driver is installed, you can check the contents of the memory card with Windows Explorer.
- When your camcorder is set to CARD PLAY (VCR) mode, you cannot operate it from the DVM panel.
- File transfer may not work depending on the Internet connection, file type or file size.
- When files are being transferred from your camcorder to the computer of your contact, the DVM panel shows that file transfer is in progress with moving graphics. Make sure that the graphics are not moving when changing the camcorder from CARD PLAY (VCR) mode to another mode.
- If your contact has started an application using the file transfer function (e.g. Scanner and Camera Wizard), you cannot transfer files with the DV Messenger. Retry after your contact has closed the application. When an application using the file transfer function is started, DV Messenger may not recognize the memory card correctly.

1. **Your contact sets his/her camcorder to CARD PLAY (VCR) mode.**

- You can transfer files to your computer regardless of the mode of your camcorder.
- If you are only transferring files to your computer, you do not need to connect your camcorder.

2. **Click the [Remote] button on the DVM panel.**

- The file transfer panel appears.

3. **Click [File Select].**

- The [Thumbnail Dialog] appears.

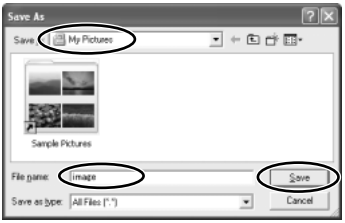
4. Select the file you wish to transfer by placing a checkmark to the ☐ next to the thumbnail.

- Depending on the speed of your Internet connection, it may take time until the thumbnails appear.
- If you move the mouse pointer on the thumbnail, the file information appears.
- Thumbnails may not appear with images not recorded with the camcorder of your contact.

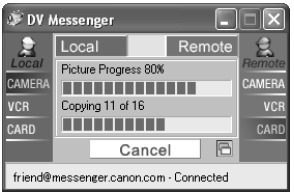
5. When you have selected the files you wish to transfer, click [Fetch].

6. Select the destination folder, enter the file name and click [Save].

- The selected file(s) will be transferred to your computer.
- The transferred file will be saved to the selected folder. Numbers will be assigned to the entered file name (e.g. [image01.jpg]).



- The transfer status will be displayed on the DVM panel. If you wish to cancel the transfer, click [Cancel].
- When the file transfer is complete, the DVM panel returns to the first status.



Changing the Mode of the Camcorder

This section describes the procedure for changing the mode of the camcorder during communication.

⚠ Caution:

- The settings for camera and microphone in the [Audio Tuning Wizard] may be changed when you change the mode of your camcorder. In such case, reset with the [Audio Tuning Wizard] before clicking [Start Camera].

1. On the [Conversation] window, click [Stop Camera].

2. Change the mode of the camcorder.

3. Wait until the video picture and camcorder information such as the tape counter appear in the display and click [Start Camera].

friend - Conversation
File Edit View Actions Help
To: friend
Start Camera
voice conversation with friend. Please wait for a response or Cancel (Alt+U) the pending invitation.
user says:
DVM-Starting Control:5010:
friend says:
friend has accepted your request to have a video and voice conversation.
The video and voice conversation with friend has ended.
I want to...
Invite Someone to this Conversation
Send a File or Photo
Send E-mail
Ask for Remote Assistance
Start Application Sharing
Start Whiteboard
Block
Font
Emoticons
Send
Last message received on 6/2/2002 at 10:48 AM.

- A message with the options [Accept] and [Decline] appears in the [Conversation] window of your contact. If your contact clicks [Accept], the videoconference restarts.

Ending the DV Messenger

Ending the Communication with Your Contact

1. Right-click the mouse on the [Remote] button of the DVM panel.

OR

Click the DV Messenger icon on the taskbar and select [Disconnect] from the displayed menu.

- The communication with your contact ends and the [Conversation] window closes. If you wish to communicate with another contact, select the contact after clicking the [Remote] button.

Ending the DV Messenger

1. Click the DV Messenger icon on the taskbar and select [Exit] from the displayed menu.

- DV Messenger closes.

Troubleshooting

AV/C Camera Storage Subunit-WIA Driver

Regarding Installation of the AV/C Camera Storage Subunit-WIA Driver

? The Canon camcorder is connected to the computer via a DV cable, but is not recognized by the computer.

➜ Check if the camcorder is set to CARD PLAY (VCR) mode.

➜ If the IEEE1394 port did not come preinstalled, check if the IEEE1394 adapter is correctly installed.

➜ Check if the DV (IEEE1394) cable is correctly connected.

➜ Check if a USB cable is connected to the camcorder. Disconnect the USB cable.

➜ The driver is not correctly installed. Uninstall (🕮 16) and reinstall the driver (🕮 10).

? Cannot find the driver files.

➜ The driver files were not correctly copied to the computer. Insert the CD-ROM and copy the files to the computer again.

? The computer cannot read the images on the memory card.

➜ Check if the memory card is correctly inserted into the camcorder.

When downloading still images/movies from the memory card to the computer

? Canon Camera Storage Device is not recognized.

➜ The memory card cover is open. Disconnect the DV cable from the camcorder, close the memory card cover, and reconnect the camcorder to the computer.

When uploading files from the computer to the memory card

? Cannot upload the file to the memory card.

➜ There is not enough memory space available on the memory card.

➜ You are using a SD Memory Card and the protect switch is set to write-protection. Change the position of the protect switch.

DV Messenger

? If you are using a Canon camcorder, [Canon DV Device] does not appear in the [Audio Tuning Wizard] dialog.

➜ Check if the camcorder is correctly connected to the computer using the DV cable.

➜ Check if the POWER switch is in a position other than OFF.

➜ You have not performed the [Windows Messenger Audio Update]. Please consult Microsoft for details

? The DVM panel does not change to [CARD] mode even if the camcorder is set to CARD PLAY (VCR) mode.

➜ If you are using a Canon camcorder, check if the AV/C Camera Storage Subunit-WIA Driver is correctly installed.

1. Set your camcorder to CARD PLAY (VCR) mode.
2. From the [Start] menu, click [My Computer].
3. Check if [Canon Camera Storage Device] appears under [Scanners and Cameras].

- If [Canon Camera Storage Device] does not appear, install the AV/C Camera Storage Subunit-WIA Driver.

? The video picture does not appear in the [Conversation] window even though the video picture is shown in the camcorder's display.

➜ Check if your camcorder is correctly connected to the computer with an DV cable.

➜ Windows Messenger may not be able to receive video and sound if you have changed the operating mode of the camcorder during videoconference. Click [Stop Camera] and then [Start Camera] to restart the videoconference.

➜ Some Canon camcorders are equipped with a extended recording function (■SP/■LP). The extended recording modes are not supported by Windows Messenger. If you are using the camcorder in TAPE CAMERA mode, make sure that the recording mode is not set to ■SP or ■LP in the menu. If you are using the camcorder in TAPE PLAY (VCR) mode, make sure that the playback tape has been recorded in SP or LP mode.

➜ Check if [Camera] is correctly set in the [Audio Tuning Wizard]. Click [Stop Camera] in the [Conversation] window. Reset the setting in the [Audio Tuning Wizard]. Click [Start Camera] to restart the videoconference.

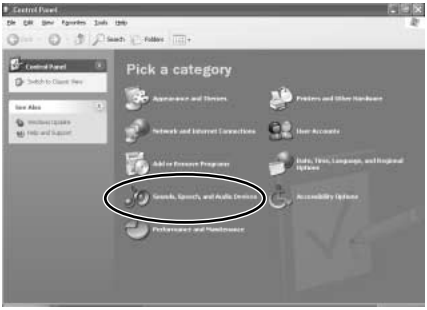
? I receive the video picture of my contact in the [Conversation] window, but not the sound.

➜ If your contact is using a camcorder supporting the memory card function, ask if the camcorder is set for recording to a tape (e.g. the TAPE/CARD switch is set to TAPE).

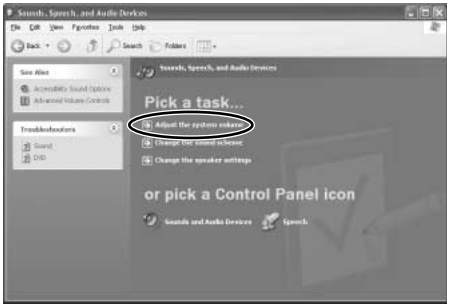
➜ Check the position of the speaker volume lever in the [Conversation] window. Move the lever to the right until the volume indicator on the right operates.

➜ Check if the sound device is set to [Mute] in the [Control Panel].

1. From the [Start] menu, select [Control Panel].
2. Select [Sounds, Speech, and Audio Devices].



3. Click [Adjust the System Volume].



4. Check if [Device Volume] is set to [Mute].

➜ Click [Stop Camera] and interrupt the videoconference. Ask your contact to check his/her microphone settings in the [Audio Tuning Wizard].

? My contact is receiving the video picture, but not the sound.

➜ If you are using a camcorder supporting the memory card function, check if the camcorder is set for recording to a tape (e.g. the TAPE/CARD switch is set to TAPE).

➜ Check the position of the microphone volume lever. Move the lever to the right until the volume indicator on the right operates.

➜ If you are using a Canon camcorder, click [Stop Camera] and check whether [Canon DV Device] is selected in the [Audio Tuning Wizard]. Click [Start Camera] to restart the videoconference.

➜ Ask your contact to check the settings of the speakers. See "I receive the video picture of my contact in the [Conversation] window, but not the sound." for what your contact should do.

? There is an echo on the sound.

➜ If you are using speakers, depending on the volume and microphone sensitivity, the sound from the speakers may be picked up by the microphone, producing an echo. Change the direction or volume of the microphone, or move the camcorder away from the speakers. We recommend using headphones instead of speakers.

? Cannot set the sound to mute.

➜ Sound may still be send to your contact even if the microphone volume lever is moved completely to the left and the volume lever indicates that it is set to mute. Move the lever to the right and back to the left; no sound should be send to your contact now.

? There are anomalous noises when the tape is set to playback pause or played back using the speed controls.

➜ Depending on the camcorder, Windows Messenger may produce anomalous noises such as buzzing sound when you pause playback or use the speed controls. This is not a malfunction.

? The focus buttons on the DVM panel cannot be operated in TAPE CAMERA mode.

➜ If the Canon camcorder is set to ☐ (Easy Recording) program, focus cannot be adjusted manually. Set the program selector to Ⓟ (program AE).

? The camcorder turns off during use in TAPE CAMERA mode.

➜ If the Canon camcorder set to TAPE CAMERA mode and a recordable tape is inserted, the camcorder automatically turns off after a certain time to protect the tape and video heads. When using the camcorder in TAPE CAMERA mode, unload or write-protect the tape.

? During file transfer, the dialog indicating the progress does not change.

➜ If the size of the file is big, it may take time for transferring the file from your contact's memory card to your computer. In such case, the dialog does not change. The dialog will change after a while when the transfer starts.

? Can't transfer a file.

➜ There is no memory card inserted into your contact's camcorder.

➜ There are no files recorded on the memory card in your contact's camcorder.

➜ If the memory card cover is open, file transfer may not work. Ask your contact to close the memory card cover.

➜ If a application software using the file transfer function (such as [Scanner and Camera Wizard]) is started on the computer of your contact, you cannot use the file transfer function. Ask your contact to close the applications.

➜ If a dialog for selecting an application to start when connecting the camcorder is displayed on the computer screen of your contact, you cannot use the file transfer function. Ask your contact to close the dialog.

? Can't operate the camcorder.

➜ If you cannot operate the camcorder of your contact, your contact may not have placed a ✓ (checkmark) to the ☐ before [Allow Remote Control].

➜ Check if the camcorder is correctly connected to the computer.

➜ The firewall is not disabled on your and/or your contact's computer (📖30).

➜ If an anti-virus software is installed on the computer, the firewall function of the software may be active. In such case, deactivate the firewall function of the software. For details, refer to the instruction manual of the respective software.

➜ If the Canon camcorder is set to TAPE CAMERA mode, some camcorders will enter the demonstration mode after a certain time. During demonstration, you may not be able to operate the camcorder from the DVM panel. Operate the zoom lever on the camcorder to cancel the demonstration.

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Canon

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